

AGENDA

- Program Updates
 - Medicaid enrollment letters
 - Dates for provider certification renewals
 - Change in DD Provider Support Call frequency
 - New Home and Community-Based (HCBS) Section website
- Monthly Training Session - Provider Training Series Module #8 - Individualized Plan of Care - [Slidedeck](#)

TOPICS

Medicaid enrollment letters

The Division of Healthcare Financing (Division) would like to remind providers of their requirement to undergo Medicaid re-enrollment. Every provider is required by federal regulation to re-enroll with Medicaid at least every five (5) years. This process of re-enrollment is managed by Conduent, the Division's fiscal agent. You will be notified by Conduent when your re-enrollment is required. Please follow the instructions in the notification.

Prior to submitting paperwork to Conduent, please reach out to the Provider Credentialing Team at wdh-hcbs-credentialing@wyo.gov to obtain your approval letter. This letter is generated by the Provider Credentialing Team after confirming that your provider certification is accurate and up-to-date. After you receive this letter via email, please submit it to Conduent with your other required paperwork. If this letter is not included in the re-enrollment paperwork you submit to Conduent, Conduent will deny your Medicaid re-enrollment, which may impact your billing status.

Conduent handles all of the Medicaid provider re-enrollments, so it is important to understand their expectations. If you have questions regarding the reason for a Medicaid enrollment denial outside of the approval letter, please contact Conduent directly for additional information.

Dates for provider certification renewals

The Division has received several questions regarding provider certification renewal dates. Please know that during the public health emergency, some certification renewal dates have been moved back to accommodate the Division's response to COVID-19. While providers are welcome to request information about their certification dates, be assured that Chapter 45, Section 28 of Wyoming Medicaid Rules requires the Division to provide notice of a provider's certification renewal at least 90 days prior to the provider's expiration date. The Division will be timely in issuing notice related to upcoming certification renewals in order to give providers ample opportunity to plan and prepare for their certification renewal.

Change in DD Provider Support Call frequency

In order to ensure that all home and community-based program providers and case managers are receiving regular updates and training opportunities, the Division is implementing support calls for providers and case managers of the Community Choices Waiver (CCW) program in addition to the support calls it currently holds for providers and case managers of the Comprehensive and Supports

Waiver (DD Waiver) programs. It is unreasonable to expect providers who deliver services in both programs to attend at least two calls each month. Therefore, the Division will hold provider support calls for each program every other month on alternating months. The next DD Waiver Provider Support Call will be held on the last Monday in April (April 26, 2021) at 2:00PM.

New Home and Community-Based Services (HCBS) Section website

As a result of the recent merger of the CCW program and the DD program into one Home and Community-Based Services (HCBS) Section, a consolidated Section website is now live at <https://health.wyo.gov/healthcarefin/hcbs/>. While individuals who previously used the DD website may only notice slight changes, new pages and additional content has been added to address the CCW program.

Web page URLs have changed, so providers are encouraged to reestablish any bookmarks to the new website. A site map to help users navigate the website has been developed, and can be found at the top of the home page.

In order to alleviate multiple contact numbers, the Division has consolidated the contact information for the HCBS Section. Please note the following contact information, which is also included on the website:

- Phone line - (307) 777-7531 or (800) 510-0280
- Fax line: (307) 777-8685

WRAP UP

Next call scheduled for April 26, 2021